

1c996 U.S. PTO
10/090522
03/04/02

CERTIFICATE OF MAILING

I hereby certify that this Information Disclosure Statement and the documents referred to as enclosed therein are being deposited with the United States Postal Service on this date 3/4/02 in an envelope as "Express Mail Post Office to Addressee" mailing label Number EL029404298US addressed to the: Assistant Commissioner for Patents, Washington, D.C. 20231.

Mary E. Anza

(typed or printed name of person mailing paper)

Mary E. Anza

(Signature of person mailing paper)

#2

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

)

R. AL-Aubaidi

:

Examiner: ~~Not Yet Assigned~~

PATRICK PETERSON ET AL.

)

:

Group Art Unit: ~~NYA~~ 2642

Application No.: NYA

)

:

Filed: concurrently herewith

)

:

For: SYSTEM AND METHOD FOR
ASSESSING A CALL
CENTER

)

:

)

:

)

**INFORMATION DISCLOSURE STATEMENT
UNDER 37 C.F.R. §§ 1.56, 1.97 and 1.99**

Assistant Commissioner for Patents
Washington, D.C. 20231

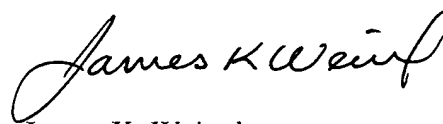
Dear Sir:

In accordance with the duty of disclosure under 37 C.F.R. § 1.56, Applicant submits this Information Disclosure Statement pursuant to 37 C.F.R. §§ 1.97 and 1.99 in the above-identified application for consideration by the Patent Office. A listing of the cited documents is also enclosed, as well as, for the Examiner's convenience, copies of the documents.

Applicant does not intend to represent that the document submitted herein is material prior art to this invention or that the list represents an exhaustive search of documents related to this invention.

Applicant requests that the document submitted herein be considered and made of record in this application.

Respectfully submitted,

A handwritten signature in black ink, reading "James K. Weixel". The signature is fluid and cursive, with the first name "James" being the most prominent part.

James K. Weixel
Reg. No. 44,399

Verizon Services Group
HQE03H01
600 Hidden Ridge
Irving, TX 75038
TEL: (781) 466-2220
FAX: (781) 466-4021